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EXAMINER

BURLESON, MICHAEL L

ART UNIT PAPER NUMBER

2625

DATE MAILED: 04/21/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

10/017,519

Applicant(s)

SHIBATA, HIROSHI

Examiner

Michael Burleson

Art Unit

2626

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 January 2006.
- 2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1,3,4 and 7-11 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1,3,4 and 7-11 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☒ All b) ☐ Some * c) ☐ None of:
1. ☒ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Response to Arguments

1. Applicant's arguments, see page 7, filed 01/18/2006, with respect to Double Patenting Rejection of claims 1,3 and 5 have been fully considered and are persuasive. The Double Patenting Rejection of claims 1,3 and 5 has been withdrawn.
2. Applicant's arguments filed 01/18/2009 have been fully considered but they are not persuasive.
3. Applicant states that the prior art reference of Sampath et al. US 6892317 fails to teach of a system for reporting status of and offering service to an image communication terminal, (a) wherein upon detection of a state where maintenance or repair is necessary, the service center sends an e-mail about the various information to the manager personal computer, various information corresponding to statuses is informed to the manager personal computer using an e-mail with URL of a homepage of the manager personal computer and the manager personal computer is informed of information corresponding to the maintenance/failure status information from a website of the service center and (b) wherein the service center includes introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide information. Examiner does not agree with Applicant. Sampath et al. teaches that his invention detects that a system has failed, and a repair action is forwarded via a web page to the system administrator (column 3,lines 1-5, column 7,lines 36-67, column 8,lines 1-67- column

9,lines 1-3 and column 10,lines 38-63). Sampath et al. also teaches of scheduling a service date for a service technician to be dispatched (column 7,lines 54-60).

4. Applicant states that the prior art reference of Haines US 6370341 does not disclose that a system for reporting status of and offering service to an image communication terminal, (a) wherein upon detection of a state where maintenance or repair is necessary, the service center sends an e-mail about the various information to the manager personal computer, various information corresponding to statuses is informed to the manager personal computer using an e-mail with URL of a homepage of the manager personal computer and the manager personal computer is informed of information corresponding to the maintenance/failure status information from a website of the service center and (b) wherein the service center includes introducing means for introducing information including information indicating time and date when the service-person is available and information related to new-product guide information. Examiner disagrees with Applicant. The prior art reference of Haines is not relied upon for this teaching; the reference of Haines is relied upon to teach of the limitation of introducing information related to new-product guide information. Applicant also states that the inventory status e-mail message presented as a purchase order form from a company supply area to a company purchaser which purchase of supplies by the purchaser for the company does not come from a service center. Examiner disagrees with Applicant. Haines teaches that the inventory status e-mail message comes from consumable management device (40) (column 9,lines 24-52), which reads on a service center. Claims 1,3,4 and 7-11 are rejected.

Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

1. Claims 1, 3,4 and 7-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sampath in view of Haines (U.S. Patent 6,370,341).

With respect to claim 1, Sampath discloses a system for reporting status of and offering service to an image communication terminal (column 2 lines 52-54 and column 3 lines 62-65), said system comprising an image communication terminal (column 1 lines 36-38); a manager personal computer connected to said image communication terminal via a network (column 3 lines 62-67 and column 4 lines 1-15); and a service center connected to said image communication terminal via said network (column 4 lines 28-38 and column 10 lines 65-67); said image communication terminal including a registering part for registering an e-mail address of said manager, an e-mail address of said service center and identification information of said image communication terminal (column 3 lines 1-5, 44-50); an e-mail controlling part for exchanging e-mails via said network (column 4 lines 21-26); and a status detecting part for detecting statuses of said image communication terminal (column 4 lines 60-63 and column 6 lines 5-7),

wherein said service center receives and registers said identification information and said e-mail address of said manager from said image communication terminal (column 7 lines 46-53 and column 10 lines 65-67); and when statuses of said image communication terminal detected by said status detecting part are sent from said image communication terminal to said service center by said mail controlling part using an e-mail, various information corresponding to said statuses are informed to said manager personal computer through a WEB (World Wide Web) site of said service center (column 3 lines 1-5, column 4 lines 6-10, column 8 lines 61-67, and column 9 lines 1-39). Wherein said various information from said service center is informed to said manager personal computer using an e-mail with a URL (Uniform Resource Locator) of a homepage of said manager personal computer (column 3 lines 1-5, column 7 lines 36-67, column 8 lines 1-67, column 9 lines 1-3, and column 10 lines 38-63). Wherein said status detecting part includes maintenance/failure detecting part for detecting necessity of maintenance or failure status of said image communication terminal and transmitting part for sending maintenance/failure information (column 5 lines 39-50 and lines 64-67), said e-mail address of the manager and said identification information of said image communication terminal are sent to said service center (column 6 lines 5-7, 58-65), wherein upon detection of a state where maintenance or repair is necessary, said service center sends an e-mail about said various information to said manager personal computer, said manager personal computer is informed of information corresponding to said maintenance/failure status information from a WEB-site of said service center (column 3 lines 1-5, column 7 lines 36-45, column 8 lines 34-47, and column 11 lines 7-

11). Wherein said service center includes failure information or maintenance information for each of said image communication terminal and comprises introducing means for introducing information indicating time and date when the service-person is available (column 7 lines 54-60, column 8 lines 61-67, and column 9 lines 1-3)

Sampath differs from claim 1 in that Sampath does not disclose introducing information related to new-product guide information.

Haines discloses introducing information related to new-product guide information (figure 6 and column 9 lines 24-56).

Therefore it would have been obvious to one of ordinary skill in the art at the time of the applicant's invention to have modified Sampath wherein information related to new-product guide information is introduced. It would have been obvious to one of ordinary skill in the art at the time of the applicant's invention to modify Sampath by the teaching of Haines so that Sampath's invention could provide new-product guide information to affect the repair/maintenance (given the express suggestion of Sampath column 10 lines 57-58).

Regarding claim 3, Sampath discloses the system wherein said status detecting part includes consumables detecting part for detecting shortage status of the consumables for resources of said image communication terminal (column 6 lines 58-64) and transmitting part for sending consumables shortage information, said e-mail

address of the manager personal computer and said identification information of said image communication terminal are sent to said service center in case there is a shortage of the consumables (column 7 lines 36-42 and column 8 lines 13-16), and upon reception of said various information sent from said transmitting part, said service center sends an e-mail to said manager personal computer, said e-mail including a URL of a homepage which enables introduction and ordering of consumables from the WEB-site (column 3 lines 1-5, column 4 lines 6-10, column 8 lines 12-47, and column 11 lines 12-16).

Regarding claim 4, Sampath discloses the system wherein said service center includes type-of-consumables information for each of said image communication terminal (column 7 lines 9-42 and column 8 lines 13-16) and comprises: introducing means for introducing consumables for the image communication terminal installed at the user location, ordering means for the user to order consumables on the homepage and informing means for informing time and date of delivery of consumables on the homepage (column 7 lines 46-60, column 8 lines 12-47, and column 11 lines 12-16).

Regarding claim 7, Sampath discloses the system wherein said image communication terminal sends an e-mail informing completion of replenishment of said consumables or completion of maintenance/repair of the resource (column 8 lines 13-60 and column 10 lines 8-13), and upon reception of said e-mail, said service center deletes the message informed by said manager personal computer from the homepage (column 3 lines 1-5 and column 11 lines 23-33).

Regarding claim 8, Sampath discloses upon reception of an e-mail informing recovery of maintenance/repair of the resource, said service center clears the message from the homepage informing said manager personal computer of the maintenance/repair (column 10,lines 38-67 and column 11,lines 1-34).

Regarding claim 9, Sampath discloses said service center provides maintenance and/or repair services to said image communication terminal (column 1,lines 36-39 and column 6,lines 66-67 – column 7,lines 1-8 and column 10,lines 64-67 – column 11,lines 1-34).

Regarding claim 10, Sampath discloses said manager personal computer is used by a manager of said image communication terminal to check the status of the maintenance and/or repair of said image communication terminal (column 10,lines 47-63).

Regarding claim 11, Sampath discloses said service center informs said manager personal computer through said homepage of the status of the maintenance and/or repair of said image communication terminal (column 11,lines 23-34).

Conclusion

6. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

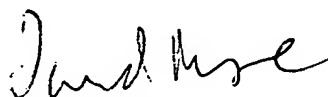
A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

2. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Michael Burleson whose telephone number is 571-272-7460. The examiner can normally be reached Monday through Friday from 8:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, David Moore can be reached on 571-272-7437.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).



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